City of San José
CLASS SPECIFICATION

TITLE: Network Technician II (1326)
Network Technician II PT (1327)
Network Technician II C (8553)
Network Technician II C PT (8554)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Information Technology and Other Departments, as required	Varies	Non-exempt

CLASS SUMMARY
Performs technical work of moderate difficulty to provide desktop, server or network support to end users. Daily tasks include advanced technical troubleshooting using established tools, including service contracts, reference materials, remote administration and performance monitors. Projects include installation, configuration and maintenance of hardware and software related to desktop, server or network operations. Other projects may include project planning and implementation with the assistance of the Network Engineer.

DISTINGUISHING CHARACTERISTICS
This is the second of three levels in the Network series. This class differs from the Network Engineer in that incumbents of the latter perform work requiring a higher level of skill, responsibility and expertise with less supervision, and resolve complex issues related to server administration, local and wide area networks and system performance. Incumbents of the Network Technician II classification also perform duties related to server administration, local and wide area networks and system performance monitoring but perform a higher percentage of duties than Network Engineers related to computer operations and desktop support. In addition, Network Engineers may supervise Network Technicians. This class differs from Network Technician I in that incumbents in this class can usually perform routine duties with less supervision and can resolve more complex problems. They may also act as "lead" to mentor or coach other Network Technicians. This series differs from the Systems Application Programmer series in that the latter series performs programming analytic work on an ongoing basis.

QUALIFICATIONS
(These qualifications are typically required. An equivalent combination of education, experience, knowledge, skills, and abilities sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience
Two years of college with courses in Business Administration, Public Administration, Computer Technology or a closely related field and two years of experience performing work of a similar nature and level as the Network Technician I classification with the City of San José.

Required Licensing (such as driver's license, certifications, etc.)

- Possession of a valid California Driver's License

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- Possession of a Microsoft Certified Professional certificate, or an equivalent professional, industry recognized certification. An example of equivalent certifications include but are not limited to: Cisco Certified Network Administrator (CCNA).

Other Qualifications
(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Knowledge, Skills and Abilities

- Knowledge of Voice over IP equipment and support methods.
- Knowledge of current trends and techniques of office automation and LAN/WAN technologies.
- Knowledge of the general principles, methods and techniques of systems analysis and management as applied to automated or manual information systems and systems analysis project control techniques.
- Expertise in the principles and techniques of electronic records management.
- Expertise in supporting desktop operating systems and common office applications.
- Expertise in performing routine server operating system maintenance such as installing patches, fixes and upgrades.
- Expertise in installing and supporting common hardware peripherals.
- Ability to communicate effectively both orally and in writing.
- Ability to establish and maintain effective working relationships with others.
- Ability to think logically and follow detailed instructions.

Desirable Qualifications
(Knowledge, skills and abilities; licenses, certificates, education, experience that is more position specific and/or likely to contribute to more successful job performance.)

- Bachelor's degree from an accredited college or university in Business Administration, Public Administration, Computer Technology or a closely related field.
- Knowledge of Voice over IP topology and implementation.
- Expertise in advanced desktop support techniques and methods, including CPUs, peripherals, software and networking.
- Expertise in networking protocols and their implementation in enterprise networks and applications.
- Expertise in deploying and maintaining multiple server operating systems and server hardware environments.
- Expertise in deploying and maintaining enterprise messaging systems.
- Ability to provide lead direction to others.

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- Ability to configure, install, manage and support multi-segmented large local area and wide area networks.
- Ability to evaluate departmental information index systems needs and communicate user needs to consultants, providers and/or vendors.
- Ability to assist other employees in technical and procedural activities.

DUTY NO.	**TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:**	FREQUENCY*
1.	Installs routine desktop software and upgrades.	Continuous
2.	Assembles, tests and delivers equipment such as computers and/or peripherals to end users and other City locations. Retrieves surplus equipment.	Frequent
3.	Installs and maintains working order of hardware such as CPUs, monitors, printers, mice, scanners, personal digital assistants (PDAs), etc.	Frequent
4.	Provides client and server operating system support for systems such as Windows 2000/XP/2003 by resolving issues that are usually clearly documented in the technical documentation or on the support website.	Occasional
5.	Provides functional support for application such as Microsoft Office, Adobe Photoshop, FileMaker Pro, Win2Data, Adobe Acrobat, etc. Functional support may include tasks such as creating new profiles in Outlook, converting documents in Adobe Acrobat, troubleshooting network connections to a shared database. May also assist less senior technicians in the completion of these tasks.	Continuous
6.	Configures desktop/laptop operating systems and software for the purpose of deployment for new users.	Continuous
7.	Configures network printers and installs print drivers.	Occasional
8.	Makes computers accessible to the network by resolving routine desktop connectivity problems (such as cable not connected to the proper data port or incorrect network settings in operating system).	Frequent
9.	Creates new user accounts or mailboxes but does not resolve problems with existing accounts.	Occasional
10.	Resets passwords for network, timecard entry, eWay and more.	Continuous

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DUTY NO.	**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
11.	Facilitates training in software use.	Occasional
12.	Deploys and updates anti-virus software and virus definitions to clients.	Frequent
13.	Deploys and updates anti-virus software and virus definitions to servers.	Frequent
14.	Provides routine LAN (local area network), WAN (wide area network) and RAS (remote access server) network installations, such as putting in switches and servers using specific instructions, and troubleshooting for users.	Occasional
15.	Installs and sets up server hardware, software and network cards under the supervision of a Network Engineer. Hardware installation/setup may include creating drive arrays, installing devices, setting up data recovery systems. Software and network installation/setup may include installing operating systems, databases, or configuring WINS, DNS and DHCP.	As required
16.	Monitors system performance, based on documented criteria, for availability, speed and capacity. Change performance of systems to prevent problems in these areas and correct such problems.	Frequently
17.	Performs scheduled backups on servers, maintaining the tape rotation order and backup schedule. May use a tape autoloader.	Continuous
18.	Performs backup tape restores when directed to do so by supervisor or manager.	As required
19.	Performs other duties of a similar nature or level.	As required

*Frequency defined as %, (totaling 100%) _or_ "Continuous" (daily or approximately 20%+), "Frequent"(weekly or approximately 15%+), "Occasional"(monthly or approximately 10%+), "As Required"(Intermittent or 5% or less)

CLASSIFICATION HISTORY (11/96), (Rev. 6/97), (Rev. 11/97), (Rev. 6/06)